



Administrative Policies and Procedures: 8.1

Subject:	Department of Children's Services Volunteer Services Program
Authority:	TCA 37-5-106; 41-10-101 - 105
Standards:	ACA 3-JTS-1G-01 through 09; ACA 3-JTS-5G-01; ACA 3-JTS-5F-02; ACA 3-JCRF-1D-13; ACA 3-JCRF-1G-01 through 09; DCS Practice Model Standard – 3-400; DCS Practice Model Standard – 3-401

Policy Statement:

The Department of Children's Services will administer Volunteer Services Programs and Citizen Involvement Councils that will be coordinated and maintained at each DCS Youth Development Center, Group Home and Regional/Field office by an appointed on-site staff member. The DCS [Volunteer Coordinator's Procedures Manual](#) will outline practice and standards for the coordination of the Citizen Involvement Councils and DCS Volunteer Services Programs.

Purpose:

To ensure that the DCS Volunteer Services Programs and Citizen Involvement Councils provide the community involvement, support, diversity and contributions needed to support children and families.

Procedures:

A. Appointment of volunteer services coordinator	<ol style="list-style-type: none">1. Each DCS Youth Development Center Superintendent, DCS Group Home Supervisor and Regional Administrator will appoint a designated staff member to coordinate and oversee the citizen involvement and volunteer services program.2. The job performance plan of the staff designated as the volunteer coordinator will reflect responsibility and accountability for the DCS volunteer services programs.3. The appointed volunteer services coordinator will ensure that the skills and personal qualities of individuals donating their time and efforts are developed and used appropriately.
B. DCS policies and procedures	Volunteers will be given the opportunity to contribute suggestions regarding the establishment of policies and procedures related to the DCS volunteer services program.
C. Cultural-competency	Volunteers will receive cultural-competency training to ensure that they are able

training	to work effectively in cross-cultural settings.
D. Contents and review of DCS Volunteer Coordinator's Procedure manual	<p>The <i>Volunteer Coordinator's Procedures Manual</i> will at a minimum, contain the following:</p> <ol style="list-style-type: none"> 1. Definition and qualifications of volunteers; 2. Identification of staff needs for the use of volunteers; 3. Identification of community resources and development of recruitment procedures; 4. Minimum requirements for application and interview of volunteers; 5. Minimum requirements for background investigation and criminal record checks that includes fingerprinting; 6. An internal system for registration and identification of volunteers; 7. Minimum requirements for orientation and training of volunteers; 8. Establishment of a volunteer file on each volunteer will include, but not be limited to: <ol style="list-style-type: none"> a) A completed application (form <i>CS-0319, Application For Service as a Volunteer</i>) b) Acceptance notice c) Picture ID d) A job description (form <i>CS-0551, Volunteer Job Description</i>) e) Proof of orientation and training prior to assignment (form <i>CS-0322 Proof of Training/Confidentiality/ Volunteer Policy Agreement</i>) f) Confidentiality agreement (form <i>CS-0322, Proof of Training/Confidentiality/ Volunteer Policy Agreement</i>) g) Monthly volunteer hours (<i>CS-0320, Volunteer's Activity Report</i>) h) Correspondence i) Supervision j) Termination k) Explanation of volunteer liability; Tennessee Claims Commission l) Eligibility and availability of volunteer insurance m) Volunteer Certification Letter n) Tuberculosis screening 9. Statistical reports (form <i>CS-0320, Volunteer Activity Report</i>) 10. The volunteer services policies and procedures and the <i>Volunteer Coordinator's Procedure Manual</i> will be reviewed and evaluated annually or as often as necessary by the Director of Volunteer Services with the collaboration of appointed volunteer coordinators.

E. Assessment and evaluation	DCS will regularly assess and evaluate the volunteer program to ensure that the volunteers are receiving adequate support and the program is promoting positive outcomes for children and families.

Forms:	<u>CS-0319, Application For Service as a Volunteer</u> <u>CS-0320, Volunteer's Activity Report</u> <u>CS-0322, Proof of Training/Confidentiality/ Volunteer Policy Agreement</u> <u>CS-0551, Volunteer Job Description</u> <u>CS-0552, Reference Letter for Volunteers</u> Volunteer Acceptance or Rejection Letter Volunteer Certification Letter Volunteer Termination Letter
Collateral Documents:	<u>Department of Children's Services Volunteer Coordinator Procedures Manual</u>